



**IOT Service Operations
SLA Compliance
Enterprise Level Agreements
For August 2006**

Service Level Agreement	Target Performance	Current Performance
Help Desk		
Helpdesk Speed To Answer Calls	90% Calls Answered Under 60 Seconds	53%
Helpdesk Call Abandonment Rate	Less then 2% Abandoned <i>(Includes Voicemail)</i>	33%
Level 1 Resolution Rate	90% Of Calls Resolved By Level 1	94.95%
Random User Sampling Survey	95% Of Satisfied Customers	94.88%
Resolution Of Tickets On Time	90% Calls Resolved On Time (By Grouping)	91.57%
Account Management	8 Business Hours 96.11%	
Applications	16 Business Hours 84.19%	
Data Management	32 Business Hours 88.19%	
Database	32 Business Hours 100%	
Hardware	40 Business Hours 86.86%	
Operating System	24 Business Hours 84.78%	
Telecomm	12 Business Hours 90.20%	
Server Administration		
Average Server Availability	Availability Mon-Fri 6am-6pm (99.9 %)	99.61%
(Citrix, Exchange, Sharepoint and Web)	(Excluding Scheduled Maintenance)	
Network Administration		
CAN Availability (Campus Area)	24x7 Availability (99.9%)	99.97%
WAN Availability (Remote Sites)	24x7 Availability (98.9%)	99.87%
	(Excluding Scheduled Maintenance)	
Account		
New Network Account Requests	Creation Within 2 Business Days (99%)	96.6%
Disable Network Account Requests	Disabled Within 4 Business hours (98%)	98.03%
Privilege/Rights Change Requests	Change Within 8 Business Hours (97%)	77.41%
Project Management		
Complete By Promised Due Date	90% Within 5% of Planned Project Duration	65%

In compliance
 Within Tolerance
 Out of compliance
 Insufficient data available this month